

Weet-Bix MyCricket User Manual

Clubs

Last Updated: August 5th 2013





Contents Page

	ISTRATION TASKS Association Details	Page 3 Page 3
	First Time Login	Page 3
	Navigating the Administration Area	Page 5
	Creating & Maintaining Users	Page 6
PRE SEASON T		Page 7
2. Player List Ma		Page 8
	Create New Person Record	Page 8
	Duplicate Person Records – Merge Process	Page 12
	Player Clearances	Page 13
	Register Players to Associations	Page 15
	Player Movement Report Matches Played Report	Page 16 Page 16
	Matches Played Report	Fage 10
COMPETITION	AND RESULTS ENTRY	Page 16
3. Player & Tear	n Management	Page 17
	Player Availability Summary	Page 17
	Team Selection	Page 18
	Print Team List	Page 19
4. Match Result	s & Statistics	Page 19
	Entering Match Results	Page 20
	Confirming or Disputing Results	Page 20
	Entering Player Scores	Page 21
	Entering Opposition Dismissals	Page 25
5. Reports		Page 26
	Data Entry Task Summary	Page 26
	Captain's Report	Page 26
	Match Review	Page 27
	SOURCES AND INFORMATION	Page 27
6. Additional Pr	ograms delivered through Weet-Bix MyCricket	Page 27
	Club/Association Websites	Page 27
	Completion of the NCRPP (Insurance) Registration Process	Page 27
	MILO in2CRICKET Centre Activation & Participant Registration	Page 27
	Representative Teams for Associations or Other Organisations	Page 27
SUPPORT AND		Page 28
	o Page Specific Help	Page 28
	line Support and FAQ Centre	Page 28
9. Using the We	et-Bix MyCricket Online Support and FAQ Centre	Page 28
	Search the Support Site	Page 29
	Access the Knowledgebase	Page 29
	Download User Guides	Page 29
	Submit a Support Request	Page 29



Administration Tasks

Before you begin managing your club, you'll need to ensure that you are familiar with the following key administration tasks.

1. Manage Your Association Details

First Time Login

The first time you login to the system, it will prompt you to:

- Read and accept the Weet-Bix MyCricket Terms and Conditions of Use
- Change the automatically generated password to one you will remember

Access the Weet-Bix MyCricket Administration home page at http://www.cricket.com.au/mycricket



• **Important Note:** If at any stage you forget your password, the forgotten password link is found at the bottom of the login screen.



- Read the Terms and Conditions.
- · Click "I accept these Terms and Conditions"



You must change yo	our password before continuing.	
The following passw The password must co		least one character must be a number and one a letter.
Change Password Login ID	test'	
Current Password		
New Password		
New Password (confirm)		
		Change Password

This screen is accessible through menu path:

MODE: Administration > MENU: Users > My Account

Complete the following fields:

Field	Description
Current Password	Type your current password in the field. If this is your first login, type the system assigned password here.
New Password	Type your new password directly in the field. Passwords must be 6 characters in length and contain at least 1 number and one letter.
New Password (confirm)	Re-type your new password to confirm.

- Click "Change Password".
- Click "Home" to return to the administration home page.



Navigating the Administration Area

After you log in, you will see a menu bar at the top of the screen, just beneath the main Weet-Bix MyCricket banner. Users can change their menu view according to the task they want to complete by changing their "Mode".

Mode: Select between modes available

Menu: contains all the menu items that are specific and available for the selected

mode

Logout: this link allows you to logout of the system



It is recommended that you take some time to browse through each Mode and the associated Menu Views to help familiarise yourself with the options available.

The following table provides a broad description of each mode available in Weet-Bix MyCricket.

Mode	Description
Teams	Allows you to select teams, enter match
	results/player scores, complete player
	transfers/clearances. Anything related to
	managing a team and participating in
	competitions.
Administration	Administration tasks such as registering
	for insurance, adding office bearers,
	creating new admin users, updating
	organisation details.
Website	Manage or add content to your Weet-Bix
	MyCricket Club website.

Please note that all modes may not be available for all users or organisations.

Creating & Maintaining Users

Weet-Bix

To help share the load, you can create as many admin Users, who will be able to login and perform some or all of the tasks, based on the User Roles and Permissions assigned to them. You can create multiple users for your association or club, which is recommended.

MODE: Administration > MENU: Users > User List

Help on this t	opic					Printable V	/ersion
Add New Use	г						
Show delete	d users						
	d users icket Association user	list					
Show delete Wanderers Cr		list Email	<u>Last Logon</u>	Status	Edit	Other Actions	
Wanderers Cr	icket Association user	The state of the s	Last Logon 20 Jan 09 8:17AM	Status	Edit Edit	Other Actions Select Go	

If you want to	Then click
Create a new user	Add New User at the top of the screen.
Modify an existing user	Edit next to the users' name.



- Complete the Login ID, User Name and Email fields as per onscreen instructions. Login ID must be unique across Weet-Bix MyCricket – we recommend using the Association/Club abbreviation in combination with the user name.
- For new users, ensure the Send Welcome Email checkbox is selected, so their initial password and login information is sent.



- Apply the required general security roles to the user by clicking the corresponding checkboxes in the User Roles area. Not all options will be available to all users.
- Apply the required specific security roles (if applicable) to the user by selecting
 and expanding the Grades and Person Role access options. The specific security
 roles work in conjunction with the general security roles.
- Click "help on this topic" for details on the security permissions available.
- Click "update" at the bottom of the screen to save the user details.
- Please note that if you change user access, the user may need to logout and then log back in again for the changes to take effect.

There are several other options available in the User Maintenance Screen, **Actions** dropdown listing:

- **Lock/Unlock Account**: Enables you to lock this user out of the system immediately or unlock an account if locked.
- **Reset Password**: Clears the existing password and sends the user a new system assigned password.
- **Set User as Principal**: Assigns this user as the Principal User for this Club/Association making their email publicly available throughout Weet-Bix MyCricket. This overrides the current Principal User.
- **Resend Welcome Email**: re-sends the Welcome Email and attached "Getting Started Documents".
- **Delete User**: Removes the users profile from the system, but all users can be reactivated if needed.

Pre Season Tasks

MyCricket enables you to manage all aspects of your clubs involvement in cricket. The following tasks are those more common to the running of your club. The following sections briefly detail the more commonly used competition tasks such as managing players, entering and confirming match results, entering player scorecards and match reports.



2. Player List Management

Before a player can be selected to a team they must be added to the MyCricket system. This can be done in Bulk (e.g.: importing multiple player records from an existing database into MyCricket) or individually transferring or adding new players.

Once a record has been created for the player they **must** be registered to an association (or multiple associations) within MyCricket in order to be selected into teams.

If a player is already in the system and is registering with a new club they will need to be transferred. Although MyCricket allows you to transfer a player without gaining clearance first, your association By Laws may require clearance before a transfer can take place.

Create New Person Record

This procedure will assist you with entering records for players, umpires, coaches" and general contacts. Each role has a selection of sub roles to further define the person and assist with grouping, reporting and communicating to specific groups of people. A person can have multiple roles applied to their record. E.g.: John Smith is a (role) player with a (sub role) senior and he is also a (role) coach with (sub role) junior.

MODE: Competitions, Administration, Teams > **MENU: People**



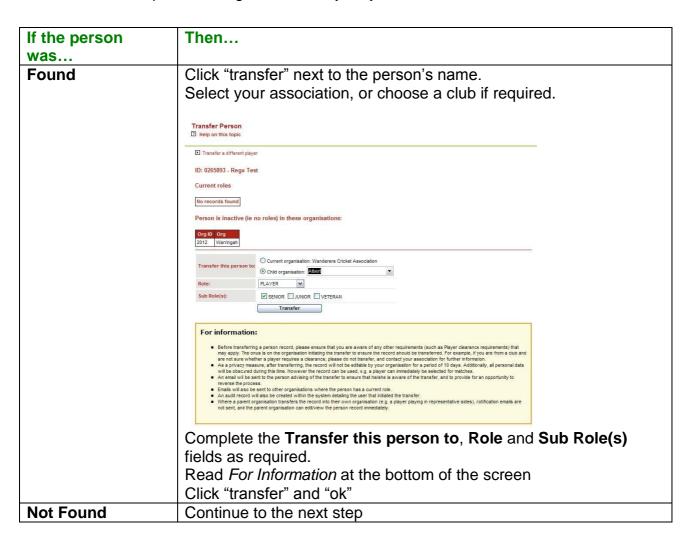
Before creating a new record you must search for the person to determine if they are already in the system. This helps to eliminate duplicate data, which clogs the system and can cause organisational issues.



 Type the persons name in the First, Middle and/or Last fields, Click "search"



- Look through the **Search Results** table to determine if the person has an existing record. If you are unsure, then it is best to create a new record, duplicates can be identified and merged at a later stage if required.
- Important Note: Asking key questions when you have a new player arrive at the Association/Club can assist in knowing whether they are in MyCricket already, and which previous Organisation they may have been involved with.





The transferred player will remain in the list of the original club/association. This enables people to be affiliated with multiple clubs and associations whilst still having a single MyCricket record.

Click the "click here to create a new record" link at the top of the screen.



Field	Description
Role	The main role the person will have within the association/club.
	Select from the drop down list.
	This is a mandatory field
Sub•Rollomplete the follo	wing fields as the quiethole the persons role within the
	association/club
	Selection in the Role field will determine the options available
	here.
	Select the checkbox next to the appropriate sub role. It is
	possible to select multiple sub roles. This will result in multiple
	Roles automatically created for the person.
	E.g.: if the person is a player at both senior and junior level,
	select the Role Player , then select both Senior and Junior sub
	roles. The person will end up having 2 Roles: Player – Senior
	and Player – Junior.
	This is a mandatory field
Title	Select a title from the drop down list
First Name	The persons" first name.
	This will automatically populate based on your entry at the
	search stage.
	This is a mandatory field and cannot contain numbers
Middle Name / Initial	The persons" middle name or initial.
	This will automatically populate based on your entry at the
	search stage.



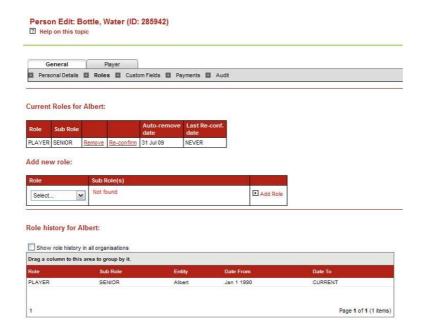
Field	Description
Last Name	The persons" surname.
	This will automatically populate based on your entry at the
	search stage.
	This is a mandatory field and cannot contain numbers
Date of Birth	The person's date of birth, type in dd/mm/yyyy format.
	This field may be mandatory depending on role selected.
Country of Birth	The country the person was born in.
Gender	Select the appropriate radio button to specify the person's
	gender. This is a mandatory field.
Email	The email address of the person.
	Although this is not a mandatory field, it is highly recommended
	that you collect email addresses from all people if you wish to
	make use of the Email Communication feature.
	Multiple email address can be entered by using a semi colon (;)
	to separate.
Address 1 / 2 / 3	The postal address of the person.
	Type the address directly into the field beginning at field #1.
	Only use fields #2 and #3 if you require more space.
Suburb / Town	The town or suburb of the persons" postal address.
Postcode	The postcode of the persons" postal address.
	Type in numerical format directly in the field, 4 digits only. This
	is a mandatory field.
State / Territory	The state or territory of the persons" postal address.
	This is a mandatory field.
Country	Automatically defaults to Australia. This cannot be modified at
5	this stage.
Home Phone	The home phone number of the person.
	Must contain 10 digits including area code. Brackets hyphens
Maria Di cara	and spaces are allowed. () -
Work Phone	The work phone number of the person.
	Must contain 10 digits including area code. Brackets hyphens
Mahila Dhana	and spaces are allowed. () -
Mobile Phone	The mobile phone number of the person.
	Must contain 10 digits including area code. Brackets hyphens
Fox Number	and spaces are allowed. () -
Fax Number	The fax number of the person.
	Must contain 10 digits including area code. Brackets hyphens
Next of Kin/Emergency	and spaces are allowed. () Enter the Name of the Emergency Contact for this participant.
Contact Name	Enter the Name of the Emergency Contact for this participant.
Contact Name	



Field	Description
Next of Kin/Emergency	Enter a valid phone number or mobile number for the Next of
Contact Number	Kin / Emergency Contact.
Comment	If required, you can enter additional information here. This
	information is for private viewing by your organisation only and
	is only displayed on this screen.

Click "add" and "ok"

The "roles" and "custom fields" options, and any others that are applicable by Role, become available once the personal details and Roles have been added to the system.



Duplicate Person Record - Merge Process

MODE: Team / Administration > MENU: Person > Duplicates Report

You can run a report to find any potential duplicate player records both within your own organisation, and across the MyCricket database. You can also submit these duplicates directly into MyCricket, to be reviewed and actioned by the MyCricket Support Team.



Please ensure that the To Person ID is the record with the most up to date personal information, as this is the information that will be retained. Match information and roles are kept from both records. Merging duplicate data will generally take 2 to 3 days to complete but can take up to 2 weeks.

MODE: Team / Administration > MENU: Person > Person Merge Request

If you are already aware of a duplicate record you can request this merge directly without running the Duplicates Report.

MODE: Team / Administration > MENU: Person > Person Merge List

You can use this person merge list to track the progress of your merge person requests. You can also remove any incorrect merges it they are yet to be approved by the MyCricket support team.

Player Clearances

Player clearances require clubs to gain approval from their governing body (Association) to transfer a player from one club to another. Throughout the process, the affected clubs and the Association are notified by email as to the actions that are required at any stage. The transferred person will remain in the list of the original club/association. This enables people to be affiliated with multiple clubs and associations, retaining one unique MyCricket record.

MODE: Teams > MENU: Players > Permits & Clearances > Apply for Player Clearance

The following diagram charts the clearance process, beginning with the club the player will be transferred to:

Club (destination club) applies for a player clearance



The player's current club (also referred to as the 'from' or 'ex' club) must grant or deny the request



The relevant association must grant or deny the clearance request



Once clearance is granted the player is automatically transferred to the destination club (this means that the player then appears on the active player list of the destination club)



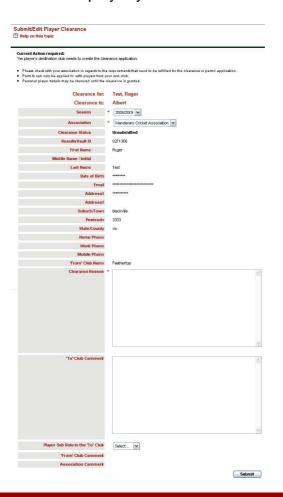
Select the applicable association from the drop down list.



- Search for the player you want to transfer, by either **Person name** or **ID.**
- · Click "search".



• Click next to the name of the player you want to transfer.





• Complete the following fields as required:

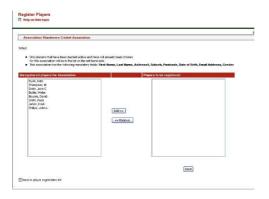
Field	Description
Clearance Reason	The reason why your club is lodging a clearance request
	for this player.
	This is a mandatory, free flow text field.
	Type directly into the field.
"To" club comment	This field can be used to include additional information
	from your club.
Player sub role in the "to" club	The sub role that the player will be assigned in your
	club.
	This may differ from the sub role assigned to the player
	in their existing club.
	Select from the drop down list.

- Click "submit" and "ok" to request clearance to transfer the player to your club.
- A message displays at the top of the screen telling you who has been notified of the clearance request.

Register Players to Associations

Note: Players must be registered to at least one Association before they can be selected to participate in any teams.

MODE: Teams > MENU: Players > Player Registration > Register Players



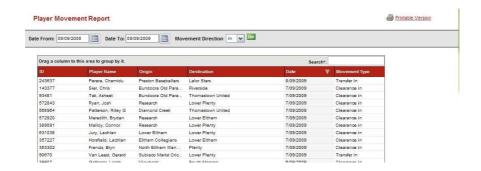
- Select the Player or Players name in the unregistered players for Association list.
- Click "add" to move the selected players to the **Players to be registered** list.
- Click "save" and "ok" to register the player.



Player Movement Report

MODE: Teams > MENU: Players > Permits & Clearances > Player Movement Report

You can view all movements (transfers and clearances) into and out of your club. The report options include searching by a date range, all movements in, all movements out or a search option to display a particular player.



Matches Played Report

MODE: Available from Public Site > MENU: Statistics > Matches Played

You can view the number of matches played by a particular player from the public MyCricket website. You can customise this page to your club.

This report is particularly useful if your competition has qualification requirements for players to compete in finals. Your clubs will also be able to use this report to decide who is eligible for team selection during the finals.

Competition and Results Entry

During the competition season there are several tasks that will need to be carried out on a regular basis. You will need to select players for teams, enter match results and players scores and possibly submit captain and match reports.

Your Association may put timeframes on the completion of these tasks e.g.: match results may need to be entered within 48 hours of match completion.



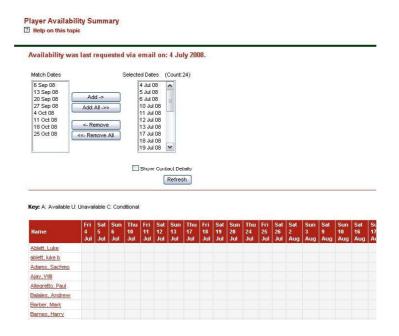
3. Player & Team Management

Player Availability Summary

Before you select the team for a match, it is advisable to first see who is available on the match date. MyCricket enables you to generate a report of player availabilities for selected dates once the association releases fixtures.

Additionally, this report will only display a player's availability status for a specific date if it has been entered in the Person Edit or New Player screens in the **Availability** tab.

MODE: Teams > MENU: Players > Player Availability > Player Availability Summary



- Select the required dates from the Match Dates list.
- Click "add" to move the match date to the Selected Dates list.
- Select the Show Contact Details checkbox, click "refresh".
- All available players for the selected dates are displayed in the table, along with their contact details, if requested.

Players can be contacted via email from this screen if required.



Team Selection

You must select players for a team every round. MyCricket will remember the players selected for the previous match, but you will still need to submit the team to the match on a round by round basis.

MODE: Teams > MENU: Matches > Select Teams



- Complete the Season, Round and Grade fields, Click "go".
- Select the required players from the Player List.
- Click "add" to move them to the **Selected Players** list.
- Move players up and down as required, ideally the list should be in your batting order.
- Select the Captain's name from the Selected Players list.
- Click "set" next to Captain in the **Selected Player Options** area.
- Repeat the previous 2 steps to assign wicketkeepers and substitutes.
- From the dropdown boxes you can select Coach, Team Manager & Scorer if required.
- Click "update" and "ok" to save.

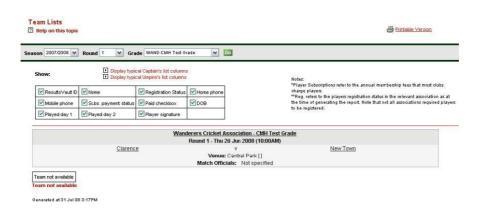
If you want the team to be the same as the previous match, simply click "update" and "ok" to save.



Print Team List

In many cases, you will need to print the team list to hand to match officials on the day. MyCricket enables you to customise and print both a **Captains' list** and an **Umpires' list**.

MODE: Teams > MENU: Matches > Team Lists



- Complete the Season, Round and Grade fields, click "go".
- Select either typical captains or typical umpires lists.
- If necessary, select or deselect other data to be included in the list by clicking the appropriate checkbox/es.
- Click "printable version" A new window opens.
- □Print the list as per your computers' regular printing method.

4. Match Results & Statistics

Match Results can be entered either during a game or once it has finished. Results can be entered by either team, but not by both. Consult your association to determine whether the home or away team is to enter match results.

Once the results have been entered by the initial (first) team, the opposing team then needs to confirm or dispute this match result before they can be locked in as official by the Association if required.

Each club is able to then enter their own individual player scores to create their statistics.



Entering Match Results

MODE: Teams > MENU: Matches > Enter Match Results



Complete the Season, Round and Grade fields, click "go".

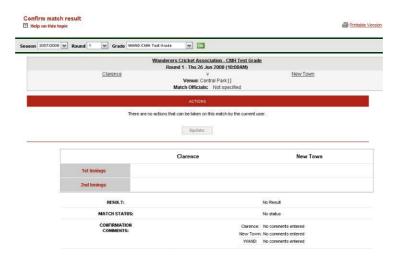
Function	Description
Wickets field	If you select 10, all out automatically populates the Innings
	Closure field.
Match Results field	This is a mandatory field. If the match hasn't finished yet select Match in Progress . This enables you to save the results and access them again at a later date. Results time frames do not apply in this case. Selection in one teams Match Result field will drive the entry in the other team. e.g.; if Team A Lost on First Innings then Team B"s Match Result automatically populates with Won on First Innings
Modifying Results	Results can be modified until either the association or the opposing team confirms them. Once confirmed, results are locked as official.

Confirming or Disputing Results

If the opposition team has entered the results, you will need to review their entries and either confirm or dispute them. You cannot modify the results in any way, however you can begin the dispute process if you disagree with the other teams results entry.

MODE: Teams > MENU: Matches > Confirm Match Results





- Select the **Season**, **Round** and **Grade**.
- Click "go".
- In the Actions area of the screen



Action	Description
Confirm Result	Select the radio button if you agree with the results entered by the other team. Click "update."
	The results are then saved and locked.
Dispute Result	Select the radio button if you do not agree with the match results entered by the other team. Type the reason for your dispute in the text box. Click "update." This information will be sent to both the opposition team and the association. The matter is then handled at association level until resolved.

Entering Player Scores

Your association will set rules, which allow one team to enter both team scores (full scorecard) or to only enter your own players' scores.

When entering player scores please keep in mind the following:

• Your association may set a timeframe on entering player scores.



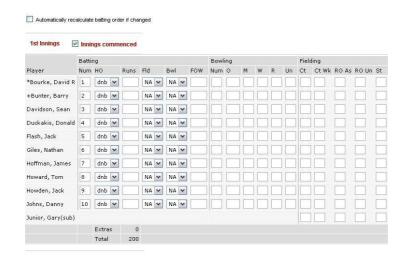
One of the benefits of MyCricket is that your players can compare their stats with players all around the country. However, in order to get a realistic view of your players" stats nation-wide, clubs must enter player scores as accurately and as regularly as possible.

Your association determines the score fields available. If you require additional fields be entered (e.g.: 4s, 6s) please contact your Associations Principal User.

MODE: Teams > MENU: Matches > Enter Player Scores



- Select the Season, Round and Grade.
- Click "go."
- Select the checkbox next to the innings you want to enter scores for.





The batting order displayed is based on the order in which players were selected during "Select Teams". If this order has changed, check the **Automatically recalculate batting order if changed** checkbox. Then simply type the new batting order number in the **Num** field next to the required player. Note that the physical order doesn't change, only the batting order number. This is **critical** to ensure partnerships are correctly calculated using the fall of wicket totals.

Complete the following fields as necessary:

Field	Description	
BATTING		
Num	The batting order number of the corresponding player.	
	This will default to the order as at the Team Selection stage.	
НО	How Out – see Support & FAQ Centre for definitions.	
	The method of dismissal, select from the drop down list.	
Runs	The number of runs made by the player.	
Fld	Opposition fielder who dismissed the batter.	
	Select from the drop down list.	
Bwl	Opposition bowler who dismissed the batter OR 2nd opposition fielder who assisted run out.	
FOW	Fall of Wicket	
	Where two or more wickets fall at the same score, entering as a decimal can	
	specify the dismissal order.	
	E.g.: players A, B and C are all dismissed at the unlucky 87, batted at	
	numbers 3,4 and 5 respectively, and were dismissed in the order A, C, then	
	B. Enter a FOW of 87.1 for A, 87.3 for B, and 87.2 for C.	
	The decimal point is not required where only one wicket falls at a given	
	score.	
BF	Balls Faced	
	May be disabled – refer to Settings > Report Customisation	
Min	Batting Minutes	
	Type a whole number directly in the field.	
	May be disabled – refer to Settings > Report Customisation	
4s	Number of 4s scored	
	May be disabled – refer to Settings > Report Customisation	
6s	Number of 6s scored	
5014/1110	May be disabled – refer to Settings > Report Customisation	
BOWLING		
Num	Bowling number. The order of bowler appearances in the selected innings.	
0	Number of overs bowled.	
М	Number of maidens bowled.	
W	Number of wickets taken, must be between 0 and 10	



Description	
Number of runs conceded	
Hat Trick (number of consecutive wickets taken)	
Unassisted wickets taken. Must be a whole number less than or equal to	
wickets taken.	
If this field is disabled, unassisted wickets will be automatically calculated	
based on the scorecard. This is a setting in the Grade Customisation screen.	
Number of wides bowled	
May be disabled – refer to Settings > Report Customisation	
Number of no balls bowled.	
May be disabled – refer to Settings > Report Customisation	
FIELDING	
Number of catches taken as a fielder. (not wicketkeeper)	
Must be between 0 and 10	
Number of catches taken as wicketkeeper.	
Must be between 0 and 10	
Number of assisted run-outs made.	
Must be between 0 and 10	
Number of assisted run-outs made.	
Must be between 0 and 10	
Number of stumpings made	
Must be between 0 and 10	

The following notes apply to entering player scores:

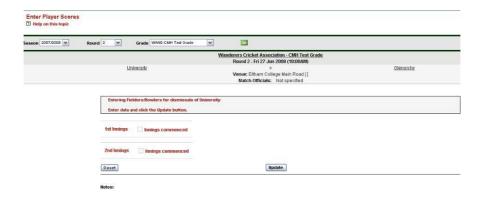
- a) You can only enter fielding scores for substitutes, replacement players should not be marked as substitutes if they need to have runs allocated against them.
- b) The Association may set a tolerance level (e.g. 5 runs) meaning the total number of runs entered has to be within 5 runs of the total number entered for the innings. The innings total is automatically displayed as a result of the Match Results entered.
 - * If a tolerance is set you can't save the scores, only update.
 - * If a tolerance is not set and the runs entered don't match up with the match results a warning will appear.
- Click "save" or "update".
- The system runs a series of validations. If a validation fails, a popup appears:
 - o Click "cancel".
 - The data that failed the validation is highlighted in red.



Entering Opposition Dismissals

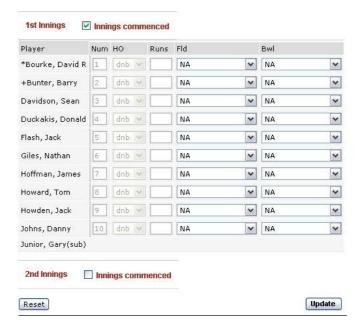
If the opposing team has entered their team list into MyCricket for the match, then you will be able to enter the opposition dismissal statistics.

MODE: Teams > MENU: Matches > Enter Player Scores (Opposition Dismissals)



If the opposing team has not entered their team list for this match, you will not be able to complete this step. You can contact them to request that they do so. Click the club name to display the Club contact details.

Click the checkbox for the required innings.



- Complete the Fld and/or Bwl fields by selecting the name of the player from your club who dismissed the opposition's batter.
- Click "update" to save the details.



Data Entry Task Summary

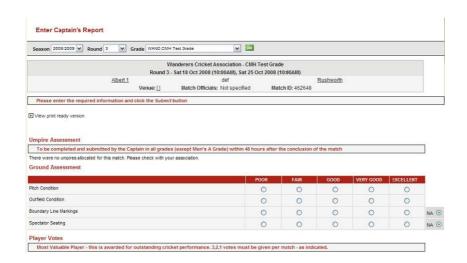
MODE: Teams MENU: Matches > Data Entry Task Summary

This report will give you a summary of outstanding tasks that still require to be performed. The report will display all matches for the selected date range, and list the status of match results, match confirmation, player scores and captain reports. This is a useful check to ensure all association requirements have been met.

Captain's Report

Captain's Reports are used by associations to keep track of issues such as facilities, player behaviour and umpiring. These reports are not publicly available and are only available to Club and Association Administrators.

MODE: Teams MENU: Matches > Enter Captain's Report



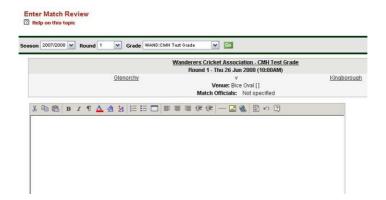
- Select the required **season**, **round** and **grade**, Click "go".
- Complete the report by selecting the appropriate radio button grading (poor, fair, good, very good or excellent) or completing the fields as appropriate. Your Association will provide you with more detail about this area if applicable.
- Click "submit" to save the report.



Match Review

The Match Review will be displayed along with the Match Results for each scorecard on public websites.

MODE: Teams > MENU: Matches > Enter Match Review



Either...

Type your review into the text area.

Or

 Write your review in a text editor such as Microsoft Word. Then copy and paste the review into the text area on this screen.

Additional Resources and Information

6.Additional Programs delivered through Weet-Bix MyCricket

This guide has outlined the key tasks to get you started with Competition related items. Weet-Bix MyCricket is a multi faceted system, which also provides functionality for:

Club/Association Websites

Completion of the NCRPP (Insurance) Registration Process

MILO in 2 CRICKET Centre Activation & Participant Registration

Representative Teams for Associations or Other Organisations

Further information on these products and using these components of Weet-Bix MyCricket can be found by searching the Support and FAQ Centre knowledgebase and downloads sections at www.cricket.com.au/mycricketsupport



Support and FAQ Centre

Weet-Bix MyCricket is a fully supported system and Cricket Australia provides several support options in order to ensure all users are able to get the most out of the Weet-Bix MyCricket system.

7. 24/7 Access to Page Specific Help

To help you through every step, detailed page specific help is accessible from almost every screen within Weet-Bix MyCricket. Simply click the link, which appears in the top left corner of the screen, under the screen heading. This will open a specific help article to assist.

8. Dedicated Online Support and FAQ Centre

Weet-Bix MyCricket's Online Support and FAQ Centre, is found at www.cricket.com.au/mycricketsupport or through the HELP menu in each MODE. Users can:

- Search the Weet-Bix MyCricket **Knowledgebase** and view tips and step-by-step instructions.
- Download detailed training and support user guides.
- Submit a Support Request if you can't find the answer to your query and our experienced support team will respond directly to your query.

9. Using the Weet-Bix MyCricket Online Support and FAQ Centre

Weet-Bix MyCricket is fully supported by Cricket Australia's Online Support and FAQ Centre. There is a link to the Support & FAQ Centre through the HELP menu on every screen in Weet-Bix MyCricket.





Search the Support Site

- Type your keywords/task into the SEARCH field on the right hand side of the Weet-Bix MyCricket Support and FAQ Centre Home Page.
- A list of relevant knowledgebase articles and downloads will appear, select and view those that are most appropriate.

Access the Knowledgebase

Search the Knowledgebase Categories to find an article, which will best assist
with your enquiry. These are grouped into Club, Association, Website and
Common Errors sections.

Download User Guides

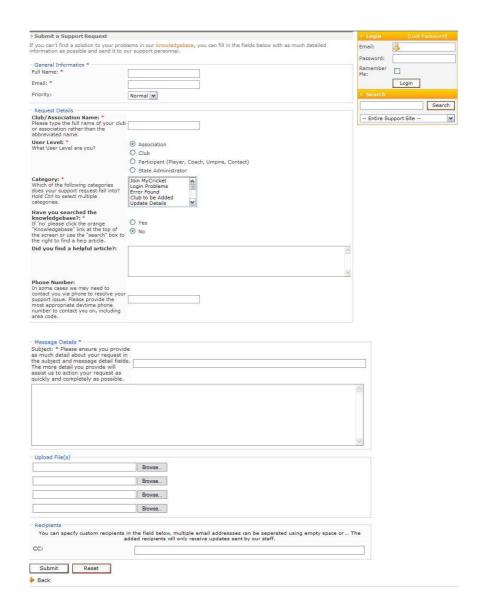
- Search the **Download Categories** to find an article, which will best assist with your enquiry. These are grouped into Club, Association, Website and State sections.
- Download and Save the file to your PC so you can refer back whenever you need.

Submit a Support Request

- Ensure you have referred to the page specific help within Weet-Bix MyCricket and also searched both the Knowledgebase and Downloads sections of the Weet-Bix MyCricket Online Support and FAQ Centre before you submit a support request.
- We recommend this process, as you are likely to find the answer immediately, rather than await a reply from our support team. We understand your volunteer time is important and limited, so our handy online tools are aimed to assist you straight away wherever possible.

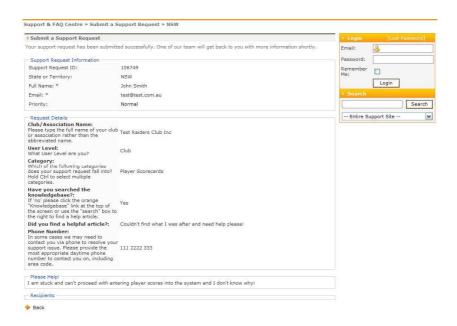


- Click on the envelope icon on the Weet-Bix MyCricket Support and FAQ Centre Home Page.
- Select the radio button next to your state and click "next".



- Complete the following information as indicated. Please note that MANDATORY information is indicated by the asterisked * fields.
- Click "submit".





You can record your Support Request ID, however you will also be sent an
automatic email response (example below) summarising your support request. If
you do not receive a confirmation email, you may have incorrectly entered your
email address, or please check your junk email folder.



This email also contains a password to login to the SUPPORT and FAQ CENTRE
to check the status or review any of your support requests. Please note that this is
not a Login or Password for Weet-Bix MyCricket access.